

## Client Service Specialist (Hybrid – Miami, FL)

Are you a **warm, engaging, and detail-oriented professional** who thrives on **creating positive client experiences**? Do you love **building relationships, solving problems, and ensuring that every client feels supported**? If so, we'd love to meet you!

At **Elderly Care Law Firm**, we believe that legal representation is more than just handling cases – it's about **helping people navigate life's most important transitions with care, respect, and professionalism**. We focus on **estate planning, Medicaid planning, guardianship, probate, and veterans benefits**, and our goal is to make the legal process **as smooth and stress-free as possible** for our clients.

We are looking for a **Client Service Specialist** to act as the **primary point of contact** for our clients throughout their legal journey. From the moment they retain us to the conclusion of their case, you'll be there to **ensure they have an outstanding experience**, troubleshoot any concerns, and make them feel valued every step of the way.

This is a **hybrid position**, meaning you will primarily work remotely but must be available for **in-office meetings with clients in Miami as needed**.

### The Right Person Will Align with Our Core Values:

- **Positivity** – Bringing a welcoming and solution-oriented approach to every client interaction.
- **Dependability** – Ensuring that client needs are met efficiently, accurately, and with care.
- **Initiative** – Anticipating client concerns and proactively finding ways to enhance their experience.
- **Attentive Communication** – Making sure clients feel heard, valued, and well-informed.
- **Service-Mindedness** – Treating every client with dignity, respect, and professionalism.

### What You'll Be Doing:

- **Welcoming Clients with Warmth & Professionalism** – Serve as the firm's first point of contact for both new and existing clients, ensuring a **positive and reassuring experience**.
- **Guiding Clients Through Their Journey** – Act as a **trusted liaison** from the moment they retain us to the conclusion of their case, ensuring they feel supported and informed.
- **Checking in with Clients Throughout Representation** – Regularly communicate with clients to provide updates, answer questions, and **troubleshoot any concerns** they may have.

- **Coordinating Between Clients & Legal Teams** – Ensure clients are connected with the right attorneys, paralegals, and legal assistants for their needs.
- **Managing Client Intake & Follow-Ups** – Gather essential information from new clients, input data into our case management system, and **ensure all necessary documents are received.**
- **Scheduling & Calendar Management** – Set up client meetings, confirm appointments, and **coordinate in-office meetings as needed.**
- **Ensuring a Smooth Offboarding Process** – When a case concludes, reach out to **thank the client, gather feedback, and ensure they leave with a positive lasting impression of our firm.**
- **Encouraging Client Reviews & Testimonials** – Help maintain strong client relationships by gathering testimonials and encouraging referrals.

### Who You Are:

- **A Natural People Person** – You love talking with people, understanding their concerns, and making them feel at ease.
- **A Strong Communicator** – You are professional, warm, and clear in your emails, phone calls, and written communication.
- **Experienced in Client Relations** – You have a background in **client services, legal intake, case management, or a similar role** where relationship-building is key.
- **Detail-Oriented & Organized** – You stay on top of client needs, follow through on tasks, and ensure every interaction is **documented accurately.**
- **A Problem-Solver & Troubleshooter** – When a client has a concern, you **don't panic – you find solutions** and work with the team to resolve issues efficiently.
- **Reliable & Proactive** – You take initiative, anticipate client needs, and make sure they always have the best possible experience.
- **Compassionate & Service-Oriented** – You genuinely care about helping clients and making their legal journey **as stress-free as possible.**

### Why Join Elderly Care Law Firm?

At Elderly Care Law Firm, we don't just serve clients – we **build relationships.** When you join us, you'll enjoy:

- **Hybrid Work Flexibility** – Work remotely while having the opportunity to meet clients in person when needed.
- **Meaningful, Client-Focused Work** – Help families **feel confident and supported throughout their legal journey.**
- **A Supportive & Positive Team Culture** – Work in a firm that **values kindness, teamwork, and professional growth.**
- **Competitive Compensation** – Your hard work and dedication will **be recognized and rewarded.**

- **Comprehensive Benefits Package** – Including **health, dental, and vision insurance, a 401(k) with employer match, and generous paid time off.**
- **Opportunities for Growth & Development** – We provide **training, mentorship, and career growth opportunities** within the firm.

**How to Apply:**

If you are a **client-focused, detail-oriented professional** who thrives on **helping people and ensuring outstanding experiences**, we would love to hear from you!

We can't wait to welcome the right person to our team!